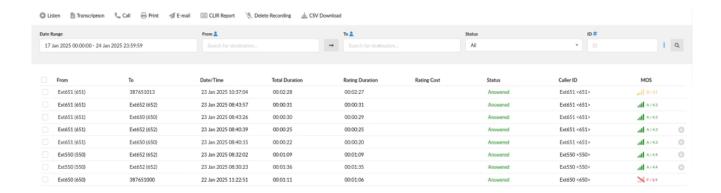
## Mean Option Score (MOS)

Grade	Color
А	Green
В	Green
С	Orange
D	Orange
F	Red
	A B C D

MOS score is a measure of voice quality that ranges from 1 to 5, with 5 being the best. Public Switched Telephone Network (PSTN) has a MOS score between 4 and 5. The mean option score is a statistical measure that takes into account each individual score and finds the average. It is the best choice in terms of accuracy if there are no outliers in the data set. If outliers exist, the median or mode may be more accurate since the results won't be skewed.

The MOS column displays information about the call quality for a specific CDR report. The value in this column represents the average score for all the channels included in the call, denoted by a number and its corresponding grade. This score estimates call quality by taking into account the Round-Trip Time (RTT), Jitter, and Packet Loss.



By clicking on the MOS score, a pop-up window will appear, providing further details, including the Average MOS, Minimum MOS, and Maximum MOS for each channel sharing the same Linked ID.



**NOTE:** If a site user has limited access to CDR reports, the MOS pop-up will be disabled for them. The pop-up is also disabled in OSC.